



# Leasehold Advisory Service (LEASE) Chair

## Information Pack for Candidates

Closing date: **Closing Date: 11.00pm on 24 April 2023**





# Contents

<b>Section</b>	<b>Page no.</b>
<b>Welcome to the Leasehold Advisory Service (LEASE)</b>	<b>3</b>
<b>About LEASE</b>	<b>4</b>
<b>About the Board</b>	<b>5</b>
<b>Role Description and Key Responsibilities</b>	<b>6 - 7</b>
<b>Selection Criteria</b>	<b>8</b>
<b>Outline Terms and Conditions</b>	<b>9</b>
<b>How to Apply</b>	<b>10</b>
<b>Assessment Process: Overview</b>	<b>11</b>
<b>Assessment Process: Indicative Timeline</b>	<b>12</b>
<b>Diversity and Equal Opportunities</b>	<b>13</b>
<b>Further Information</b>	<b>14</b>
<b>GDPR</b>	<b>15</b>
<b>Seven Principles of Public Life</b>	<b>16</b>



Department for Levelling Up,  
Housing & Communities

# Welcome



**The Rt Hon Michael  
Gove MP**

Secretary of State for  
Levelling Up, Housing  
and Communities and  
Minister for  
Intergovernmental  
Relations

Dear Candidate

Thank you for your interest in becoming the next Chair of the Leasehold Advisory Service (LEASE). I am seeking to appoint a Chair who can guide the next phase of the organisation's transformation. The challenge is clear: leaseholders and park home owners face unparalleled complexity and a lack of control or power over their homes. LEASE exists exclusively to help people by providing free information and advice, whether that's to know their rights under a lease, understand a bill or take over management of their building.

Freeholders typically have more information and greater legal firepower such that the odds are stacked against consumers. That is why Government funds a free advice service for consumers through LEASE, it helps thousands of people each year and we know that its work is highly valued.

You will be taking the reins at a vital time. Government is in the process of rebalancing the leasehold system through once-in-a-generation reforms. Your role will be to oversee a major improvement programme at LEASE. You will be tasked with transforming LEASE so it is a more impactful, customer friendly and cost-effective operation that also uses its position and voice to highlight the issues leaseholders and park home owners face. You will be expected to look outside of the organisation and work with others on behalf of leaseholders and park home owners to deliver the objectives LEASE is set by Ministers.

This important reforming mission requires pace so that LEASE is ready to help leaseholders harness the opportunities resulting from Government's planned legislative reforms. In light of this, you can expect a high-level of interest from all stakeholders.

LEASE is an Arm's length Body of the Department for Levelling Up, Housing and Communities. You will be accountable to Ministers for LEASE's performance, stewardship of public funds and how you manage the Board and Executive Team to deliver their priorities.

We hope to receive applications from a diverse range of individuals. A strong drive to improve the situation of leaseholders is essential, and we would particularly welcome candidates from ethnic minority backgrounds. Full details of the roles and responsibilities are set out in this document and further information about LEASE can be found on its website.

Thank you for considering bringing your skills and energy to this important role.

# The Leasehold Advisory Service (LEASE)

LEASE is an Executive Non-Departmental Public Body funded by DLUHC to provide free information and advice to leaseholders and park home owners in England and Wales, including on building safety issues. It currently aims to:

- improve general knowledge and understanding of the practical implications of being a leaseholder or park home owner;
- improve awareness and understanding of government actions and reforms on leasehold, commonhold, building safety and park homes;
- enable leaseholders and park home owners to make informed decisions on next steps as they embark on their journey towards an outcome; and
- support improved outcomes for leaseholders and park home owners who are facing an issue.

These objectives are delivered through LEASE's comprehensive range of online information and resources and its enquiry service which allows customers to receive advice by email or a fifteen-minute telephone call. LEASE's current operating budget is c.£1.9m p.a and it has around 20 staff, mainly trained legal advisers who work alongside support staff.

You will be accountable to Ministers for LEASE's performance, stewardship of public funds and how you manage the Board and Executive Team to deliver their priorities.

Further information on LEASE can be found through its website: <https://www.lease-advice.org>



## About the Board

The Board comprises of a Chair and members appointed by the Secretary of State for the Department for Levelling Up, Housing and Communities. Currently LEASE has one Board member which is sufficient to meet its quoracy requirements, but the new Chair will be expected to participate in a recruitment process which will support Ministerial decisions on the appointment of further Board members to ensure LEASE has the governance and capabilities it needs at this time. Information about the current Board can be found here: <https://www.lease-advice.org/about-us/lease-board/>

Both the Chair and the Board members are expected to abide by the Nolan values of public office and Cabinet Office's [Code of Practice on Corporate Governance in Central Government departments](#) throughout their terms.

## Key Responsibilities (1)

The Chair will be expected to do the following (amongst other things):

### Transformation

- Oversee reforms to the LEASE service, including contributing to service improvement and working with the Department on what this means for LEASE.
- Oversee the creation and delivery of robust and regular insights to DLUHC and the Welsh government on the issues that leaseholders and park homeowners are facing to support Government action where needed.

### Strategic Direction

- Provide clear strategic direction for the organisation and Executive/Non-Executive teams, using engagement with Minister and DLUHC/Welsh Government officials to fully understand priorities and what these mean for LEASE.
- Lead the work of the Non-Executive and Executive teams in establishing how LEASE will take action to deliver on objectives and priorities set by Ministers and DLUHC/Welsh Government officials, formalising this in an annual business plan which sets out how objectives and KPIs will be delivered.

### Performance

- Closely monitor service delivery and take prompt action to support improvements in performance against KPIs, escalating issues to the Department where needed.
- Monitor the performance of the CEO and Board (individually and as a collective), including identifying strengths and development areas and how these can be addressed.

## Key Responsibilities (2)

### Relationship building

- Ensure that LEASE works closely with leasehold and park homeowner stakeholder groups to understand their perspective on the issues leaseholders and park home owners face and what this should mean for how LEASE delivers its services and which other services it should direct customers towards.
- Ensure that LEASE is viewed by customers and stakeholders as providing a trusted, reliable and impactful service which both helps leaseholders and park homeowners and effectively highlights the issues they face.
- Represent the organisation to key stakeholders, including Ministers, government departments and organisations within the sector.
- Build and maintain a strong relationship with Ministers and DLUHC/Welsh Government officials to support achieving a shared understanding of priorities and challenges and the effective resolution of any challenge and issues that arise.

### Finance/Governance

- Monitor LEASE's financial performance, ensuring that the organisation is delivering a value for money service and making appropriate use of public funds.
- Ensure LEASE has the governance capabilities and processes it needs to meet its legislative, policy and other requirements.
- Ensure the organisation is operating within its delegated authority and meeting its financial governance requirements in line with expectations of a public body.

# LEASE Chair Selection Criteria

All candidates must demonstrate, in their CV and supporting letter, how they meet the selection criteria for the roles, through their knowledge, skills and experience.

## Essential Criteria:

1. Experience of overseeing or delivering organisational transformation and leading and managing change effectively, including maintaining effective delivery alongside pushing forward key service improvements and helping staff to understand how changes to delivery and their role will support organisational objectives.
2. Experience of a senior leadership role, ideally as a Chair or in a Non-Executive role at a consumer-focused organisation which works with government, including the ability to shape, champion and deliver good governance and robust approaches to identifying and managing risks.
3. Ability to build and oversee effective Non-Executive and Executive teams to transform an organisation and ensure delivery of objectives and priorities, including finding consensus, facilitating effective and evidence-based decision-making, and holding teams to account on performance, delivery and other issues.
4. Demonstrable track record of working effectively with a wide range of senior stakeholders including others operating in the field, and with consumers, to agree and deliver on shared goals and objectives - particularly in environments where change is needed for citizens and where insights are needed to support the case for change and/or policy development, and where consumers need support (for instance, the support leaseholders will need to understand and benefit from planned reforms and following changes already in place under the Building Safety Act).
5. Ability to communicate effectively with staff and senior stakeholders (including Ministers), and in so doing demonstrating a strong commitment both to public service and to the role of an organisation in supporting individuals to resolve consumer issues.
6. Proven track record in delivering/overseeing effective performance, ideally within an organisation which provides information and/or advice in a customer friendly manner.

## Desirable Criteria:

1. Understanding of the housing sector and how to help individuals navigate legal complexity to resolve issues or disputes with third parties that relate to their homes.
2. Experience of overseeing digital improvement projects.

# Outline Terms and Conditions

**Remuneration:** £654 per day. This remuneration is treated as employment income and will be subject to tax and National Insurance contributions, both of which will be deducted at source under PAYE before you are paid. £654 per day for four days per month for a term of 3 years

**Time Commitment:** Your time commitment is expected to be up to four days per month. Additional days may be required at the start of your appointment for your Board Induction, upfront work on the reforms, and with interviews for new Board members (to be paid at the day rate above).

**Term:** Appointments are made by Ministers for a period of up to 3 years.

**Location:** LEASE is currently a remote working organisation. Some travel will be required for face-to-face meetings with the Department, Ministers or stakeholders (most likely held at 2 Marsham Street SW1P 4DF).

## **Expenses and Subsistence:**

Reasonable travel and subsistence expenses incurred on LEASE business will be reimbursed in accordance with LEASE policies.

## **Conduct:**

The Chair will be expected to act in accordance with:

- The principles set out in the Cabinet Office's Code of Conduct for Board Members of Public Bodies. The Code sets out, clearly and openly, the standards expected from those who serve on the boards of UK public bodies and will form part of individual members' terms and conditions of appointment;
- The Seven Principles of Public Life

## **Nationality:**

You must have a right to work in the UK, there must be no employment restrictions, or limit on your permitted stay in the UK.

## **Annual Performance Review and Reappointment:**

Annual performance reviews are expected to be undertaken.

Reappointments are not automatic and will only be considered subject to satisfactory performance reviews.

# How to Apply

Please submit the required documentation **listed at 1-3 below** to [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk) by **11.00 pm on 24 April 2023**. You will receive an acknowledgement of your application and should note that your **application will not be taken forward if you do not provide the required information and that late applications will not be considered**.

Please ensure you include **'LEASE Chair'** as the subject line of your email and **provide the following**:

1. **Curriculum Vitae** (*maximum 2 pages*). Include your education, professional qualifications and full employment history.
2. An accompanying **Supporting Letter** (*maximum 2 pages*). Please tailor setting out your suitability for the role(s) and how you meet the Selection Criteria. We suggest you use specific examples to demonstrate how you meet the Criteria.
3. **Application and Diversity Information Form**. This is an online form at <https://forms.office.com/e/usk6Sdd9AJ>. You should declare any potential issues including conflicts of interest (perceived, potential or actual), this includes your personal or professional history that could, if you were appointed, be misconstrued, cause embarrassment to LEASE, DLUHC or HM Government, or cause public confidence in the appointment to be jeopardised. The Panel will explore your declarations during the interview process. Failure to disclose such information could result in an appointment either not being made or being terminated.

Candidates should note that 'due diligence' will be carried out as part of the assessment process if you are called to interview and will be shared with the Panel and Ministers, this will include searches on social media, blogs and/or other publicly available information. Diversity data will be treated in confidence and is used for data gathering information only and will not affect your application. Please complete the Disability Confidential section if relevant.

# Assessment Process: Overview

Public appointments are made on the basis of merit, in accordance with the Cabinet Office Governance Code on Public Appointments. The decision on who to appoint is made by Ministers, who receive advice from the Advisory Assessment Panel on the suitability of candidates against the published selection criteria. Applicants may also be asked to speak with users of the service as part of the process.

The timeline provided is indicative and could be subject to change. If you are unable to meet these timeframes, please let us know by contacting [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk).

## The Advisory Assessment Panel will be:

- Caroline Crowther/Charlotte Spencer (Job share), Directors of Leasehold & Private Rented Sector, DLUHC - Panel Chair
- Emran Mian, Director General, Stronger Places Group/Regeneration, DLUHC
- Sukhvinder Kaur-Stubbs, Board Member, Regulator of Social Housing, - Independent Panel Member

Due to the high volume of applications we receive, we only provide feedback to candidates who reach the interview stage and will only be provided once the campaign has concluded.

# Assessment Process: Indicative Timeline

The timeline provided is indicative and could be subject to change, potentially at short notice. If you are unable to meet these timeframes, please let us know by contacting [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk).



Closing date: 24 April 2023



Shortlisting: May (TBC)



Panel interviews: June (TBC). Interviews may be conducted at the DLUHC offices at 2 Marsham Street, London SW1P 4DF or remotely via Teams conferencing.

Copies of passports will need to be provided prior to interview in order to check candidates' identity. Should face to face interviews resume, please let us know if you have any accessibility issues.



The Minister may choose to meet with these candidates before making a decision.

Provisional start date: July 2023 (TBC)

Please note: The time taken between interview and a final appointment decision being made can sometimes take a number of weeks. Candidates who have been interviewed will be kept informed of progress.

## Diversity and Equal Opportunities

DLUHC is committed to the principle of Public Appointments on merit with independent assessment, openness and fairness of the process and providing equal opportunities. Applications are welcome from all, we particularly encourage applications from women, people from ethnic background, people with disabilities and other under-represented groups.

We are interested in receiving applications from those based across the UK, LEASE is currently a remote working organisation but some travel may be required for face to face meetings (with the majority likely to be held in London).

If you believe you have the experience and qualities we are seeking, we look forward to receiving your application.

### Disability Confident

As a Disability Confident employer, we will ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. By 'minimum criteria,' we mean that you must provide evidence in your application, which demonstrates that you meet the level of competence required under each of the essential criteria. If you wish to apply under this scheme, please complete the declaration in the on-line application form. It is not necessary to state your disability.

### Reasonable Adjustments

If you would like a confidential discussion regarding any reasonable adjustments during the process, please indicate this in the email covering your application or contact [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk). You do not need to apply under the Disability Confident Scheme to ask for a reasonable adjustment.

# Further Information

**Contact:** For further information about the roles or application process please contact [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk) and when doing so put '**LEASE Chair**' as the subject line of your email. It may also be possible to arrange a discussion with the current interim LEASE chair if you would find that helpful.

We aim to process all applications as quickly as possible and to treat all applicants with courtesy. If you have any complaints about the way your application has been handled, please contact [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk).

**Complaints:** If you feel this competition has not been conducted fairly and you wish to make a complaint, you should initially contact the Appointments Team at [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk).

If after investigation by the Department you remain dissatisfied, you may take your complaint to the Commissioner for Public Appointments at [publicappointments@csc.gov.uk](mailto:publicappointments@csc.gov.uk) details on how to make a complaint can be found on the Commissioner's website at: <https://publicappointmentscommissioner.independent.gov.uk/regulating-appointments/investigating-complaints/>

# GDPR

We will process your application in accordance with the General Data Protection Regulations and Data Protection Act 2018. Your data will be held securely and processed for the purpose of the recruitment process. Access will be restricted to those dealing with your application or involved in the recruitment process, this will include Ministers and Special Advisers.

Data may also be shared with Cabinet Office, in order to comply with the Public Appointments Governance Code, article 3.1 of the Public Appointments Order in Council 2019. Data may also be shared with Cabinet Office and The Commissioner for Public Appointments in order to meet the public equality duty as set out in the Equality Act, s149. The Commissioner may also request access as part of a complaint investigation or review of the recruitment process.

Your data will be stored for 2 years, if appointed your data will be stored for the duration of your tenure and may be shared with the organisation that you are appointed too, unless specifically requested otherwise. Should you wish your data to be removed from our records, please contact [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk).

## **Complaints:**

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner who can be contacted at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

0303 123 1113 email: [casework@ico.org.uk](mailto:casework@ico.org.uk).

The data controller for Public Appointments is joint between DLUHC, OCPA and the Cabinet Office

# Seven Principles of Public Life

In 1995 the Committee on Standards in Public Life defined seven principles which should underpin all who serve the public. It is important that members of public bodies maintain the confidence of Parliament and the public. Consistent with the Governance Code, applicants will be assessed on merit, and all candidates will need to uphold the standards of conduct set out in these principles that will be tested during the selection process. Failure to disclose such information could result in an appointment either not being made or being terminated. Should you wish to speak to someone concerning a potential conflict of interest or other issues please contact a member of the Public Appointments team at [PublicAppointments@levellingup.gov.uk](mailto:PublicAppointments@levellingup.gov.uk) in the first instance.

**Selflessness** Holders of public office should act solely in terms of the public interest.

**Integrity** Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other benefits for themselves, their family or their friends. They must declare and resolve any interests and relationships

**Objectivity** Holders of public office must act and take decisions impartially, fairly and on merit, using best evidence and without discrimination or bias.

**Accountability** Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

**Openness** Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for doing so.

**Honesty** Holders of public office should be truthful.

**Leadership** Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.